First Time FSSA Network Access

Revision History
02/17/2020

Purpose
Individuals outside the State of Indiana network given access to the FSSA domain (**FSSA**username) in order to access Tobi, will need to "ready" their network account before being able to work in Tobi. This document provides detailed instructions on the steps that must be taken by a new Tobi user.

Procedure
If you are new user, you will be **required to complete tasks 1, 2, and 3**. Task 4 is optional but recommended. These are each explained in greater detail below.

1. Create your FSSA network password
2. Complete the Information Resource Use Agreement (IRUA)
3. **Account recertification – required every 30 days**

Note: If you have any issues with any of these steps, please contact the Indiana Office of Technology (IOT) Helpdesk at 317-234-HELP (4357) or 1-800-382-1095. Do not say you need help with Tobi. Let them know you need help accessing your State Network Account.

Network Account References (Save these sites to your favorites!)

IOT Information Resource Use Agreement (IRUA) webpage - http://www.in.gov/iot/IRUA.htm

Contractor Account Renewal portal – (accounts set up with an external email)
https://myweb.in.gov/IOT/AccountRenew/login.aspx?ReturnUrl=/IOT/AccountRenew/Default.aspx

Change your password: https://adfs.in.gov/adfs/portal/updatepassword.   (This does not provide recovery or unlock options).

Tobi Help Desk Reference:
Submit a ticket for all Tobi related issues e.g., participant access and issues regarding care plans: https://dmha.fssa.in.gov/helpdesk/

1. <u>Create your FSSA network password*****</u>

Network Account users should receive FSSA network account login ID and temporary password from Tobi DMHA Admin Help Desk containing PSID. You may receive temporary passwords from your state network account manager (Olga Murray) for reactivations as well. Keep your PSID in a safe place for future reference.

From Tobi helpdesk
Login ID : FSSA\JSmith

Temporary Password: 1f*L$Gm2   -OR-

Your PSID is as follows: _____

From: Tobi State network account manager or variation of this
The account for Smith, John has been accepted

Login ID : FSSA\JSmith

Password : 1f*L$Gm2

Supervisor: Murray, Olga

Admin Comment:

1. Once you receive those credentials, go to https://adfs.in.gov/adfs/portal/updatepassword.

==*If your account or PeopleSoft ID gets deactivated for any reason, you will also need to follow this same step after you receive notice of <u>re-activation containing a temporary password</u>.==

2. In the first field, enter your username as it appears in the credential email (for example FSSA\JSmith).

   Note: The example provided in the form field shows an email address format, if you use an external email and not an FSSA provided State email do not enter your email, instead, type your FSSA username in the aforementioned format (FSSA\JSmith).

3. In the field labeled *Old password* enter the temporary password provided in the credential email.

   Note: Password is case sensitive. We recommend typing the password as copy/paste sometimes adds extra spaces that will not be accepted.

4. In the fields labeled *New password* and *Confirm new password* enter the password of your choosing.

   Note: Passwords must be a minimum of 8 characters in length and must contain 3 of the following - upper case letters, lower case letters, numeric characters, or special characters.

5. Done! Your new password has been created.

2. Complete the Information Resource Use Agreement (IRUA) - Required

The Information Resources Use Agreement (IRUA) is a statewide policy intended to improve the state's information security and guide state employees regarding appropriate use. It applies to all state employees and contractors in the executive branch using State provided technology assets. This is not just the form you signed as part of your application, but an on-line training taken after approval which must be completed.

Failure to complete the IRUA or Cybersecurity training will result in your FSSA network account being disabled. Please complete this training AS SOON AS POSSIBLE! This training is also required annually.

1. Once you have received your PeopleSoft ID and training notification email. You should expect a State email reminder to take Cyber Security or IRUA training. It may take a few weeks, but you may check your training box at any time. Please navigate to the PeopleSoft Enterprise Learning Module (ELM) here: https://hr855.gmis.in.gov/lmprd/signon.html. Take all training that has been loaded to your 'My Learning' box.

2. Enter your User ID and Password into the appropriate fields.
   Please note: A user ID is comprised of the first letter of the first name (use a capital letter) plus the last six digits of the PeopleSoft ID number (example **C123456**). Your network (Tobi) account username IS NOT the same as your PeopleSoft user ID. The password WILL be the same as your network (Tobi) password.

3. Locate the *Information Resource Use Agreement* training by navigating to *Navigator->Self Service->Learning->My Learning.*
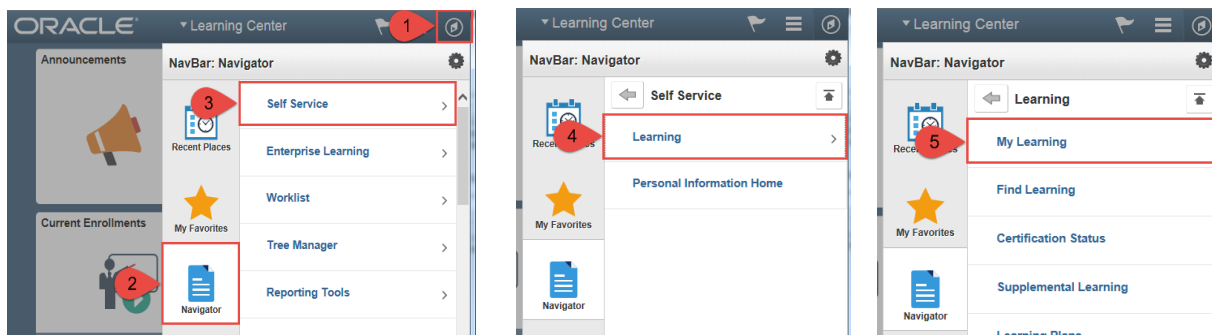
4. Locate the IRUA training or any other security training and click the launch button on the right-hand side.

| Information Resource Use Agreement | Computer-Based Training | ▓▓▓▓ | ▓▓▓▓ | ⊙ | 🖨 |

5. Follow the instructions on the screen to complete the training. If you would like to enlarge the screen you can select F11. Be sure to navigate all the way to the very last slide of the training. The training should take around 15-20 minutes to complete.

6. When finished, close the pop up window and sign out of PeopleSoft.

7. Log back into the PeopleSoft ELM and verify that you've successfully completed the training. Do so by navigating back to the *My Learning* page in the same manner as above. In the *Status* column, you should now see *Completed* next to the IRUA training. **Please note that the ELM only refreshes three times per day. The course completion will not show until the next system refresh.**

| Information Resource Use Agreement | Computer-Based Training | Completed | 01/08/2016 | ⊙ | 🖨 |

It is your responsibility to ready and maintain your FSSA network account

3. <u>Account recertification - required every 30 days</u>

As a non-State user, you will be **required to recertify your FSSA network account every 30 days**. Failure to recertify will result in your account being disabled.

You will receive email notifications starting 6 days before the expiration of your account. Be sure to click on the link in the recertification email or navigate to the Contractor Account Renewal website and complete the renewal as soon as possible.

Note: If you do not regularly check your email, please set yourself a reminder to renew every 30 days. This would be a good time to change your password as well.

- For login issues, first contact your agency site wraparound supervisor or your main CMHW contact. This designated person will troubleshoot your login issue with you. It may just require a simple password reset. In this case, IOT can help to reset your password. When calling IOT, do not say you need help accessing Tobi. IOT does not know what Tobi is. Ask them for help **accessing your State Network Account.** Have your PSID handy, they may request verification of it.
- After review of the troubleshooting guide and if you're unable to resolve by calling IOT for help resetting your password, your supervisor will then contact the Tobi State network account manager, Olga Murray (olga.murry@fssa.IN.gov). We require a one-person contact from each agency to request help with network accounts.
- If the account has expired for failure to renew, contact your on-site supervisor immediately. *** ***IOT will not re-enable or extend expired accounts*.*** The request to re-enable **MUST originate from your State network account manager, Olga Murray.** The longer a user waits to contact their supervisor **the longer reinstatement may take.** Allowing a length of time to lapse, will result in the PSID being auto deleted by FSSA Personnel. If this happens, it can take up to 3 weeks to reactivate. Your supervisor will have to perform your Tobi duties until the account is finally reactivated.